

# Crown House Homes Colchester - Privacy Policy

## 1. Introduction

This privacy notice, which is effective as of 22nd May 2018, provides you with details of how we collect and process your personal data through your use of our site [www.crownhousehomes.co.uk](http://www.crownhousehomes.co.uk)

Crown House Homes Colchester Limited is the data controller and we are responsible for your personal data.

### Contact Details

Our full details are:

Company Name: Crown House Homes Colchester Limited

Postal address: 3-5 The Centre, Colchester Business Park, Colchester, CO4 9QQ

Email address: [andrew.perillo@crownhousehomes.co.uk](mailto:andrew.perillo@crownhousehomes.co.uk)

Telephone number: 0333 4441224

It is very important that the information we hold about you is accurate and up to date. Please let us know if at any time your personal information changes by emailing us at [andrew.perillo@crownhousehomes.co.uk](mailto:andrew.perillo@crownhousehomes.co.uk)

## 2. What data do we collect about you, for what purpose and on what grounds do we process it.

Personal data means any information capable of identifying an individual. It does not include anonymised data.

We may process the following categories of personal data about you:

**Identity Data** may include your first name, maiden name, last name, username, marital status, title, date of birth and gender.

- Contact Data** may include your billing address, delivery address, email address and telephone numbers.
- Financial Data** may include your bank account and payment card details.
- Transaction Data** may include details about payments between us and other details of purchases made by you.
- Technical Data** may include your login data, internet protocol addresses, browser type and version, browser plug-in types and versions, time zone setting and location, operating system and platform and other technology on the devices you use to access this site.
- Profile Data** may include your username and password, purchases or orders, your interests, preferences, feedback and survey responses.
- Usage Data** may include information about how you use our website, products and services.
- Marketing and Communications Data** may include your preferences in receiving marketing communications from us and our third parties and your communication preferences.

We may also process Aggregated Data from your personal data but this data does not reveal your identity and as such in itself is not personal data. An example of this is where we review your Usage Data to work out the percentage of website users using a specific feature of our site. If we link the Aggregated Data with your personal data so that you can be identified from it, then it is treated as personal data.

### **Sensitive Data**

We do not collect any Sensitive Data about you. Sensitive data refers to data that includes details about your race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions, trade union membership, information about your health and genetic and biometric data. We do not collect any information about criminal convictions and offences.

### 3. How we collect your personal data

We collect data about you through a variety of different methods including:

- Direct interactions:** You may provide data by filling in forms on our site (or otherwise) or by communicating with us by post, phone, email or otherwise, including when you:
  - enquire about our properties;
  - reserve or buy one of our properties;
  - subscribe to our emails or publications;
  - request resources or marketing be sent to you;
  - give us feedback.
- Automated technologies or interactions:** As you use our site, we may automatically collect Technical Data about your equipment, browsing actions and usage patterns. We collect this data by using cookies, server logs and similar technologies. We may also receive Technical Data about you if you visit other websites that use our cookies.
- Third parties or publicly available sources:** We may receive personal data about you from various third parties and public sources as set out below:
  - o analytics providers such as Google based outside the EU;
  - o advertising networks such as Facebook based outside the EU; and

### 4. How we use your personal data

We will only use your personal data when legally permitted. The most common uses of your personal data are:

- Where we need to perform the contract between us.
- Where it is necessary for our legitimate interests (or those of a third party) and your interests and fundamental rights do not override those interests.
- Where we need to comply with a legal or regulatory obligation.

Generally, we do not rely on consent as a legal ground for processing your personal data, other than in relation to sending marketing communications to you via email or text message. You

have the right to withdraw consent to marketing at any time by emailing us at [andrew.perillo@crownhousehomes.co.uk](mailto:andrew.perillo@crownhousehomes.co.uk)

If you opt out of receiving marketing communications this opt-out does not apply to personal data provided as a result of other transactions, such as purchases, warranty registrations etc.

## **5. Disclosures of your personal data**

We may have to share your personal data with the parties set out below:

- Other companies in our group who provide services to us.
- Service providers who provide IT and system administration services.
- Professional advisers including Agents,lawyers, bankers, auditors and insurers.
- Government bodies that require us to report processing activities such as the homes and communities agency
- Third parties to whom we sell, transfer, or merge parts of our business or our assets.

We require all third parties to whom we transfer your data to respect the security of your personal data and to treat it in accordance with the law. We only allow such third parties to process your personal data for specified purposes and in accordance with our instructions.

## **6. Data Security**

We have put in place security measures to prevent your personal data from being accidentally lost, used, altered, disclosed, or accessed without authorisation. We also allow access to your personal data only to those employees and partners who have a business need to know such data. They will only process your personal data on our instructions and they must keep it confidential.

We have procedures in place to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach if we are legally required to.

## **7. Data Retention**

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

When deciding what the correct time is to keep the data for we look at its amount, nature and sensitivity, potential risk of harm from unauthorised use or disclosure, the processing purposes, if these can be achieved by other means and legal requirements.

For tax purposes the law requires us to keep basic information about our customers (including Contact, Identity, Financial and Transaction Data) for six years after they stop being customers.

In some circumstances we may anonymise your personal data for research or statistical purposes in which case we may use this information indefinitely without further notice to you.

## **8. Your Legal Rights**

Under data protection laws you have rights in relation to your personal data that include the right to request access, correction, erasure, restriction, transfer, to object to processing, to portability of data and (where the lawful ground of processing is consent) to withdraw consent.

You can see more about these rights at:

<https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>

If you wish to exercise any of the rights set out above, please email us at [andrew.perillo@crownhousehomes.co.uk](mailto:andrew.perillo@crownhousehomes.co.uk)

You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive or refuse to comply with your request in these circumstances.

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

We try to respond to all legitimate requests within one month. Occasionally it may take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you.

If you are not happy with any aspect of how we collect and use your data, you have the right to complain to the Information Commissioner's Office (ICO), the UK supervisory authority for data

protection issues ([www.ico.org.uk](http://www.ico.org.uk)). We should be grateful if you would contact us first if you do have a complaint so that we can try to resolve it for you.

## **9. Third Party Links**

This website may include links to third-party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third-party websites and are not responsible for their privacy statements. When you leave our website, we encourage you to read the privacy notice of every website you visit.

## **10. Cookies**

You can set your browser to refuse all or some browser cookies, or to alert you when websites set or access cookies. If you disable or refuse cookies, please note that some parts of this website may become inaccessible or not function properly.